Various steps have been taken for the convenience of the customers and to save them from any harassment. There is constant monitoring at the highest level to ensure that the installation of telephones are completed within the norms after issue of OBs. The telephone reported faulty are attended to expeditiously.

For subscribers to be able to pay the telephone bills without any difficulty, payment counters have been opened at Chief General Manager's Office, CTOs/ DTOs and Area Officers. Payment of telephone bills is also acceptable through certain identified banks. Subscribers can obtain duplicate bills from Customer Service Centres. If a customer at any time faces any problem he can see Area GM/ Dy. Gm for redressal of his grievance at specified hours. Telephone Adalats are also being held once every three months where aggrieved customers and heard face to face to settle their problems.

(d) Whenever any irregularities are detected, strict action is taken against the guilty officials. Action has also been taken to modify the procedures from time to time to minimise such irregularities. Moreover, there is a full fledged vigilance section working against irregularities and cases of corruption. CBI/Police help is taken wherever necessary.

Statement-A

MTNL—DELHI

Total no. of complaints received during last two years i.e. 1992-93 and 1993-94.

Written complaints

	Nature of complaints	No.
(a)	Service	17,425
(b)	Over billing	27,545
(c)	Delay in provision of telephone connection	486
(d)	Vigilance nature	997

Average complaints per hundred DELs at 198 of various exchanges during last two years is given below.

	1992-93	1993-1994
Average	26.22	* 28.14

*Slight increase in complaints is due to the increased construction activities which sometimes affects the working telephones.

Statement-B

MTNL—BOMBAY

Written complaints received during 1992-1993 & 1993-94.

1.	Complaints of commercial nature, provisioning, other billing problem and service matters.	—30575
2.	Overbilling	—39559
3.	Vigilance nature	— 92

Average complaints per hundred DELs recorded at 198 of various exchanges during last two years is given below.

	1992-1993	1993-1994
Average	25.3	25.6

Narcotics along Rajasthan Border

*612. SHRI SUSHILKUMAR SAMBHAJIRAO SHINDE: SHRIMATI VEENA VERMA:

Will the Minister of FINANCE be pleased to state:

(a) whether Government's attention has been drawn to the report in the Patrika published from Rajasthan dated 28th February, 1994 captioned 'Pak dumping narcotics along State border', stating that Pakistan has been dumping

tonnes of narcotics all along the Rajasthan border;

(b) if so, what is Government's official information in regard to such dumping of narcotics; and

(c) what is Government's reaction thereto?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M.V. CHANDRASHEKHAR MURTHY: (a) and (b) Yes, Sir. Intelligence reports indicate that Pak narcotics smugglers have dumped large quantity of drugs in Pakistan near the Indo-Pak border.

(c) Some of the steps taken by the Government to curb drug trafficking across the border are as under:-

(1) All law enforcement agencies under the Central and State Governments have been instructed to maintain utmost vigil against trafficking of drugs from across the Indo-Pak border.

(2) Specialised training is being imparted to field officers to improve their capabilities of combating drug trafficking.

(3) Vehicles and equipments have been provided to enforcement agencies operating in the border areas.

(4) A part of Indo-Pak border has been fenced.

(5) Field level contact points in all Central and State Government enforcement agencies have been established to promote inter-agency cooperation in enforcement work.

(6) Coordination meetings are being held regularly at the Central and State levels to review the working of enforcement agencies and to exchange intelligence on drug trafficking.

(7) BSF and the Coast Guard, who are deployed on the land and coastal border, have been vested with the powers under the Customs Act to interdict narcotic drugs in addition to the Central and State Government agencies empowered under NDPS Act.

Unearthing Private Telephone Exchange

*613. SHRI KRISHAN LAL SHARMA: Will the Minister of COMMUNICATIONS be pleased to refer to answer to Unstarred Question 4394 given in the Rajya Sabha on the 26th April, 1994 and state:

(a) the names of the individuals and organisations making use of the eleven telephone lines unearthed recently in Delhi and the countries to which calls were made through the exchange; and

(b) the details of those found involved in the racket and action taken against them?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) As per the FIR registered with the CBI, Shri Gurmeet Singh, Shri Dalip Singh, Shri Garg and Shri Anurag Garg, their servants and accomplices are suspected to be making use of the telephone lines. Calls have been made predominantly to Pakistan and Gulf countries.

(b) Apart from above, four officials of Mahanagar Telephone Nigam Limited, New Delhi namely, Shri A.K. Jain, Assistant Engineer, Shri vijay Kumar JTO, Shri O.P. Choudhary, JTO and Shri M.P. Singh, technician are suspected to be involved. These officials have been placed under suspension. However, full facts will emerge after CBI completes the investigation.

ग्रामीण टेलीफोन एक्सचेंजों की स्थापना करने संबंधी लक्ष्य

*614. श्री अजीत जोगी: क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) मध्य प्रदेश और अन्य राज्यों में वर्ष 1991-92, 1992-93 और 1993-94 के दौरान ग्रामीण